

Appendix Table 1: Patient satisfaction survey response by study arm

Survey Item	Intervention (n= 160)	Control (n= 180)	Combined (n= 340)	P-value ¹
Manner in which my doctor receives me (polite, kind, sets the patient at ease)., n(%)				< 0.001
Missing/No Opinion	0 (0%)	1 (1%)	1 (< 1%)	
Negative	0 (0%)	3 (2%)	3 (1%)	
Somewhat negative	4 (2%)	21 (12%)	25 (7%)	
Neither negative nor positive	14 (9%)	37 (21%)	51 (15%)	
Somewhat positive	30 (19%)	79 (44%)	109 (32%)	
Positive	112 (70%)	39 (22%)	151 (45%)	
Respect shown by the physician (regardless of my age, I expect to be treated as a person and not as a number)., n(%)				< 0.001
Missing/No Opinion	0 (0%)	8 (4%)	8 (2%)	
Negative	0 (0%)	4 (2%)	4 (1%)	
Somewhat negative	4 (2%)	3 (2%)	7 (2%)	
Neither negative nor positive	17 (11%)	44 (26%)	61 (18%)	
Somewhat positive	50 (31%)	53 (31%)	103 (31%)	
Positive	89 (56%)	68 (40%)	157 (47%)	
Reassuring attitude of the doctor., n(%)				< 0.001
Missing/No Opinion	7 (4%)	4 (2%)	11 (3%)	
Somewhat negative	1 (1%)	6 (3%)	7 (2%)	
Neither negative nor positive	17 (11%)	49 (28%)	66 (20%)	
Somewhat positive	38 (25%)	66 (38%)	104 (32%)	
Positive	97 (63%)	55 (31%)	152 (46%)	
Respect for privacy during the physical examination., n(%)				< 0.001
Missing/No Opinion	6 (4%)	1 (1%)	7 (2%)	
Somewhat negative	0 (0%)	4 (2%)	4 (1%)	
Neither negative nor positive	21 (14%)	45 (25%)	66 (20%)	
Somewhat positive	35 (23%)	60 (34%)	95 (29%)	
Positive	98 (64%)	70 (39%)	168 (50%)	
Interest paid by the doctor (listening, encouragement to express my problems)., n(%)				< 0.001
Missing/No Opinion	5 (3%)	10 (6%)	15 (4%)	
Somewhat negative	3 (2%)	10 (6%)	13 (4%)	
Neither negative nor positive	18 (12%)	39 (23%)	57 (18%)	
Somewhat positive	37 (24%)	63 (37%)	100 (31%)	
Positive	97 (63%)	58 (34%)	155 (48%)	

The explanations about my health problem were clear and complete (cause, seriousness, progress)., n(%) < 0.001

Missing/No Opinion	1 (1%)	4 (2%)	5 (1%)
Negative	0 (0%)	4 (2%)	4 (1%)
Somewhat negative	1 (1%)	9 (5%)	10 (3%)
Neither negative nor positive	19 (12%)	46 (26%)	65 (19%)
Somewhat positive	29 (18%)	63 (36%)	92 (27%)
Positive	110 (69%)	54 (31%)	164 (49%)

The explanations about the tests to be taken were clear and complete (purpose, process, communication of results)., n(%) < 0.001

Missing/No Opinion	0 (0%)	6 (3%)	6 (2%)
Negative	0 (0%)	8 (5%)	8 (2%)
Somewhat negative	1 (1%)	10 (6%)	11 (3%)
Neither negative nor positive	18 (11%)	65 (37%)	83 (25%)
Somewhat positive	30 (19%)	52 (30%)	82 (25%)
Positive	111 (69%)	39 (22%)	150 (45%)

The explanations about the treatment chosen were clear and complete (process, effects and complications)., n(%) < 0.001

Missing/No Opinion	0 (0%)	7 (4%)	7 (2%)
Negative	0 (0%)	5 (3%)	5 (2%)
Somewhat negative	1 (1%)	8 (5%)	9 (3%)
Neither negative nor positive	16 (10%)	70 (40%)	86 (26%)
Somewhat positive	63 (39%)	55 (32%)	118 (35%)
Positive	80 (50%)	35 (20%)	115 (35%)

Time spent in consultation with my doctor., n(%) < 0.001

Missing/No Opinion	4 (2%)	29 (16%)	33 (10%)
Negative	1 (1%)	10 (7%)	11 (4%)
Somewhat negative	16 (10%)	8 (5%)	24 (8%)
Neither negative nor positive	22 (14%)	75 (50%)	97 (32%)
Somewhat positive	34 (22%)	35 (23%)	69 (22%)
Positive	83 (53%)	23 (15%)	106 (35%)

History of my problem taken by the doctor (previous illnesses, personal problems and family history)., n(%) < 0.001

Missing/No Opinion	1 (1%)	14 (8%)	15 (4%)
Negative	2 (1%)	3 (2%)	5 (2%)
Somewhat negative	5 (3%)	35 (21%)	40 (12%)
Neither negative nor positive	14 (9%)	51 (31%)	65 (20%)
Somewhat positive	44 (28%)	40 (24%)	84 (26%)

Positive	94 (59%)	37 (22%)	131 (40%)	
Doctors skill in making the physical examination more comfortable., n(%)				< 0.001
Missing/No Opinion	2 (1%)	10 (6%)	12 (4%)	
Negative	0 (0%)	1 (1%)	1 (< 1%)	
Somewhat negative	1 (1%)	3 (2%)	4 (1%)	
Neither negative nor positive	13 (8%)	50 (29%)	63 (19%)	
Somewhat positive	50 (32%)	59 (35%)	109 (33%)	
Positive	94 (59%)	57 (34%)	151 (46%)	
Execution of the care and treatments (ex. care performed well)., n(%)				< 0.001
Missing/No Opinion	3 (2%)	3 (2%)	6 (2%)	
Somewhat negative	0 (0%)	11 (6%)	11 (3%)	
Neither negative nor positive	20 (13%)	55 (31%)	75 (22%)	
Somewhat positive	29 (18%)	47 (27%)	76 (23%)	
Positive	108 (69%)	64 (36%)	172 (51%)	
Possibility of seeing the same doctor from one visit to the next., n(%)				< 0.001
Missing/No Opinion	3 (2%)	28 (16%)	31 (9%)	
Negative	1 (1%)	9 (6%)	10 (3%)	
Somewhat negative	1 (1%)	25 (16%)	26 (8%)	
Neither negative nor positive	16 (10%)	59 (39%)	75 (24%)	
Somewhat positive	45 (29%)	38 (25%)	83 (27%)	
Positive	94 (60%)	21 (14%)	115 (37%)	
Improvement in my state of health (decrease of symptoms, of pain)., n(%)				< 0.001
Missing/No Opinion	0 (0%)	2 (1%)	2 (1%)	
Negative	0 (0%)	4 (2%)	4 (1%)	
Somewhat negative	1 (1%)	10 (6%)	11 (3%)	
Neither negative nor positive	17 (11%)	34 (19%)	51 (15%)	
Somewhat positive	42 (26%)	56 (31%)	98 (29%)	
Positive	100 (62%)	74 (42%)	174 (51%)	
Lessening of my fears and anxieties., n(%)				< 0.001
Missing/No Opinion	0 (0%)	9 (5%)	9 (3%)	
Negative	1 (1%)	22 (13%)	23 (7%)	
Somewhat negative	0 (0%)	11 (6%)	11 (3%)	
Neither negative nor positive	23 (14%)	45 (26%)	68 (21%)	
Somewhat positive	69 (43%)	63 (37%)	132 (40%)	
Positive	67 (42%)	30 (18%)	97 (29%)	
Return to my routine activities., n(%)				< 0.001
Missing/No Opinion	1 (1%)	6 (3%)	7 (2%)	
Negative	0 (0%)	3 (2%)	3 (1%)	

Somewhat negative	2 (1%)	8 (5%)	10 (3%)	
Neither negative nor positive	25 (16%)	45 (26%)	70 (21%)	
Somewhat positive	24 (15%)	47 (27%)	71 (21%)	
Positive	108 (68%)	71 (41%)	179 (54%)	
Ability to react (what to do, who to contact) if my state of health deteriorates., n(%)				< 0.001
Missing/No Opinion	6 (4%)	9 (5%)	15 (4%)	
Negative	1 (1%)	23 (13%)	24 (7%)	
Somewhat negative	2 (1%)	23 (13%)	25 (8%)	
Neither negative nor positive	21 (14%)	47 (27%)	68 (21%)	
Somewhat positive	42 (27%)	46 (27%)	88 (27%)	
Positive	88 (57%)	32 (19%)	120 (37%)	
Motivation to follow the treatment prescribed., n(%)				< 0.001
Missing/No Opinion	20 (12%)	2 (1%)	22 (6%)	
Negative	0 (0%)	12 (7%)	12 (4%)	
Somewhat negative	0 (0%)	5 (3%)	5 (2%)	
Neither negative nor positive	10 (7%)	35 (20%)	45 (14%)	
Somewhat positive	55 (39%)	79 (44%)	134 (42%)	
Positive	75 (54%)	47 (26%)	122 (38%)	

¹Wilcoxon rank sum test not adjusted for clustering within clinic.

Appendix Table 2: Provider satisfaction survey response by study arm

Survey Item	Intervention (n= 32)	Control (n=23)	Combined (n= 55)	P-value ¹
The gratitude displayed by my patients keeps me going, n(%)				0.017
Missing/No Opinion	2 (6%)	1 (4%)	3 (5%)	
Strongly agree	21 (70%)	8 (36%)	29 (56%)	
Agree	7 (23%)	10 (45%)	17 (33%)	
Neutral	2 (7%)	4 (18%)	6 (12%)	
I feel a sense of belonging to the community where I practice, n(%)				0.006
Missing/No Opinion	4 (12%)	2 (9%)	6 (11%)	
Strongly agree	20 (71%)	7 (33%)	27 (55%)	
Agree	6 (21%)	9 (43%)	15 (31%)	
Neutral	2 (7%)	2 (10%)	4 (8%)	
Disagree	0 (0%)	3 (14%)	3 (6%)	
I have adequate equipment for office procedures, n(%)				0.52
Strongly agree	9 (28%)	6 (26%)	15 (27%)	
Agree	8 (25%)	3 (13%)	11 (20%)	
Neutral	6 (19%)	4 (17%)	10 (18%)	
Disagree	4 (12%)	8 (35%)	12 (22%)	
Strongly disagree	5 (16%)	2 (9%)	7 (13%)	
My colleagues are a source of encouragement, n(%)				0.37
Missing/No Opinion	2 (6%)	2 (9%)	4 (7%)	
Strongly agree	17 (57%)	8 (38%)	25 (49%)	
Agree	7 (23%)	8 (38%)	15 (29%)	
Neutral	0 (0%)	2 (10%)	2 (4%)	
Disagree	4 (13%)	3 (14%)	7 (14%)	
Strongly disagree	2 (7%)	0 (0%)	2 (4%)	
Doctors in my clinic rarely question my professional judgments., n(%)				0.53
Missing/No Opinion	2 (6%)	4 (17%)	6 (11%)	
Strongly agree	9 (30%)	4 (21%)	13 (27%)	
Agree	14 (47%)	10 (53%)	24 (49%)	
Neutral	4 (13%)	2 (11%)	6 (12%)	
Disagree	2 (7%)	2 (11%)	4 (8%)	
Strongly disagree	1 (3%)	1 (5%)	2 (4%)	
My total compensation package is fair, n(%)				0.024
Missing/No Opinion	1 (3%)	3 (13%)	4 (7%)	
Strongly agree	5 (16%)	7 (35%)	12 (24%)	

Agree	9 (29%)	8 (40%)	17 (33%)	
Neutral	2 (6%)	2 (10%)	4 (8%)	
Disagree	7 (23%)	1 (5%)	8 (16%)	
Strongly disagree	8 (26%)	2 (10%)	10 (20%)	
Work rarely encroaches on my personal time, n(%)				0.13
Missing/No Opinion	1 (3%)	2 (9%)	3 (5%)	
Strongly agree	7 (23%)	4 (19%)	11 (21%)	
Agree	17 (55%)	8 (38%)	25 (48%)	
Neutral	5 (16%)	2 (10%)	7 (13%)	
Disagree	1 (3%)	3 (14%)	4 (8%)	
Strongly disagree	1 (3%)	4 (19%)	5 (10%)	
I am sufficiently trained to complete the clinical tasks I am assigned., n(%)				0.43
Missing/No Opinion	0 (0%)	4 (17%)	4 (7%)	
Strongly agree	16 (50%)	8 (42%)	24 (47%)	
Agree	9 (28%)	4 (21%)	13 (25%)	
Neutral	6 (19%)	7 (37%)	13 (25%)	
Disagree	1 (3%)	0 (0%)	1 (2%)	
I am well mentored and assisted by those with more training than myself, n(%)				0.40
Missing/No Opinion	1 (3%)	4 (17%)	5 (9%)	
Strongly agree	14 (45%)	7 (37%)	21 (42%)	
Agree	10 (32%)	5 (26%)	15 (30%)	
Neutral	4 (13%)	5 (26%)	9 (18%)	
Disagree	1 (3%)	0 (0%)	1 (2%)	
Strongly disagree	2 (6%)	2 (11%)	4 (8%)	
I feel that I am successful in implementing PMTCT within my clinical site, n(%)				0.58
Missing/No Opinion	3 (9%)	4 (17%)	7 (13%)	
Strongly agree	16 (55%)	9 (47%)	25 (52%)	
Agree	11 (38%)	8 (42%)	19 (40%)	
Neutral	1 (3%)	2 (11%)	3 (6%)	
Disagree	1 (3%)	0 (0%)	1 (2%)	
The physicians in the clinic are not supportive of my new role**, n(%)				
Missing/No Opinion	1 (3%)			
Strongly agree	2 (6%)			
Agree	12 (39%)			
Neutral	7 (23%)			
Disagree	6 (19%)			
Strongly disagree	4 (13%)			

I am comfortable seeing patients in my new role.**, n(%)

Missing/No Opinion	2 (6%)
Strongly agree	12 (40%)
Agree	14 (47%)
Neutral	1 (3%)
Disagree	3 (10%)

¹Wilcoxon rank sum test not adjusted for clustering within clinic.

^{**}Intervention sites only.